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7	59	((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:17
8	59	(((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:40
9	17	((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no)) and fuzzy	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:18
10	42	((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no)) not (((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no)) and fuzzy)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:40
11	71	((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) not ((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:43
12	58	(((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) not ((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no))) and (agent or engine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:47

13	89565	(customer or user) near2 (need or want)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:46
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15	963	(expert near2 system) and (((question or quer$4) and (answer or response)) and ((customer or user) near2 (need or want)))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:46
16	189	((expert near2 system) and (((question or quer$4) and (answer or response)) and ((customer or user) near2 (need or want)))) and fuzzy	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:47
17	156	(((expert near2 system) and (((question or quer$4) and (answer or response)) and ((customer or user) near2 (need or want)))) and fuzzy) and (agent or engine)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:47
18	139	((((expert near2 system) and (((question or quer$4) and (answer or response)) and ((customer or user) near2 (need or want)))) and fuzzy) and (agent or engine)) not (((((expert near2 system) and ((cost and reliability and bandwidth and internet) and ((question or quer$4) and (answer or response)))) and (web near site)) and (yes or no))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:47
-	4	(("5175800") or ("5809282")).PN. or (2001/0049632).CCLS.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 21:15
-	0	(us2001/0049632).CCLS.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/11/30 16:45
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1 Consulting·without consultants: expert systems applications in user services   ■
     E. Johnson, W. Wehrs, T. Delfield, J. Imhoff, V. Manter
     October 1989 **Proceedings of the 17th annual ACM SIGUCCS conference on User Services**

     Full text available: 📄 pdf(792.51 KB)   Additional Information: full citation, abstract, references, citings, index terms

     One major challenge to User Services personnel is keeping current with new developments in the area they support.
     Computer technology is in a state of constant change. Staff must not only provide consulting on current products; they
     must also provide advice on future trends for users eager to remain on the cutting edge of technology. The pace is
     quickening rather than slowing. Frand et al., in a 1987 survey of university business schools, found that
     microcomputers, since their introduction ...

2 Electronic commerce: a half-empty glass?   ▬
     Sasa Dekleva
     June 2000 **Communications of the AIS**

     Full text available: 📄 pdf(343.49 KB)   Additional Information: full citation, references

3 Applying expert systems to health care management   ■
     Glenn J. Fala, Kathryn T. Clayton, Diane M. Masciantonio
     February 1995 **Proceedings of the 1995 ACM symposium on Applied computing**

     Full text available: 📄 pdf(614.67 KB)   Additional Information: full citation, references, index terms

     Keywords: artificial intelligence, expert systems, health care applications, knowledge-based systems, medical
     applications

4 Computing curricula 2001   ■
     September 2001 **Journal on Educational Resources in Computing (JERIC)**

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5 Information delivery systems: an exploration of Web pull and push technologies   ■
     Julie E. Kendall, Kenneth E. Kendall
     April 1999 **Communications of the AIS**

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6 Solutions-driven marketing   ▬
     Richard T. Grenci, Peter A. Todd
     March 2002 **Communications of the ACM**, Volume 45 Issue 3

     Full text available: 📄 pdf(128.00 KB) 📄   Additional Information: full citation, abstract, references, index terms
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     Navigating the maze of options and providing a link between product customization and e-commerce.

7 Curriculum recommendations for graduate professional programs in information   ■
     systems
     May 1972 **Communications of the ACM**, Volume 15 Issue 5

     Full text available: 📄 pdf(4.00 MB)   Additional Information: full citation, references, citings

     Keywords: education, information analysis, information systems development,
     management information systems, management systems, system design, systems analysis

8 Quality of service in an information economy   ■
     R. Braumandl, A. Kemper, D. Kossmann
     November 2003 **ACM Transactions on Internet Technology (TOIT)**, Volume 3 Issue 4

     Full text available: 📄 pdf(829.15 KB)   Additional Information: full citation, abstract, references, index terms

Accessing and processing distributed data sources have become important factors for businesses today. This is especially true for the emerging virtual enterprises with their data and processing capabilities spread across the Internet. Unfortunately, however, query processing on the Internet is not predictable and robust enough to meet the requirements of many business applications. For instance, the response time of a query can be unexpectedly high; or the monetary cost might be too high if the ...

Keywords: Quality of Service

9 Information systems curriculum recommendations for the 80s: undergraduate and graduate programs

Jay F. Nunamaker, J. Daniel Couger, Gordon B. Davis

November 1982 **Communications of the ACM**, Volume 25 Issue 11

Full text available: pdf(2.20 MB)   Additional Information: full citation, abstract, references, citings, index terms

The recommendations of the 1972 and 1973 ACM Curriculum Committee on Information Systems programs have been influential in the development of degree programs at the bachelor's, master's, and doctoral levels. The earlier curriculum has been revised and updated based on advances in the field over the past nine years. The report discusses the continuing need for education related to the definition, analysis, design, construction, and management of information systems in organizations. The stru ...

10 Object-oriented analysis for telecommunications services

Bernhard G. Humm, Michael Fazzolare

April 1992   **Proceedings of the 1992 ACM/SIGAPP Symposium on Applied computing: technological challenges of the 1990's**

Full text available: pdf(865.98 KB)   Additional Information: full citation, references, index terms

11 Modeling NII services: future needs for standards and interoperability

Christopher Dabrowski, William Majurski, Wayne McCoy, Shukri Wakid

December 1994 **StandardView**, Volume 2 Issue 4

Full text available: pdf(1.49 MB)   Additional Information: full citation, references, index terms

12 The government information locator service: a user-based approach to standards

William E. Moen, Charles R. McClure

June 1994 **StandardView**, Volume 2 Issue 2

Full text available: pdf(1.40 MB)   Additional Information: full citation, references, index terms

13 User needs for location-aware mobile services

Eija Kaasinen

May 2003   **Personal and Ubiquitous Computing**, Volume 7 Issue 1

Full text available: pdf(334.82 KB)   Additional Information: full citation, abstract, index terms

Mobile contexts of use vary a lot, and may even be continuously changing during use. The context is much more than location, but its other elements are still difficult to identify or measure. Location information is becoming an integral part of different mobile devices. Current mobile services can be enhanced with location-aware features, thus providing the user with a smooth transition towards context-aware services. Potential application fields can be found in areas such as travel inform ...

Keywords: Location-aware services, Mobile services, Usability, User evaluation, User needs

14 Value conflicts and social choice in electronic funds transfer system developments

Rob Kling

August 1978 **Communications of the ACM**, Volume 21 Issue 8

Full text available: pdf(2.01 MB)   Additional Information: full citation, abstract, references, citings, index terms

During the last few years, computer-based systems which automate the transfer and recording of debits and credits have begun to be implemented on a large scale. These systems promise both financial benefits for the institutions that use them and potential conveniences to their customers. However, they also raise significant social, legal, and technical questions that must be resolved if full scale systems for Electronic Funds Transfer (EFT) are not to cause more problems for the larger publ ...

Keywords: computer networks, electronic funds transfer systems, network reliability, privacy, security, social choice, social impacts of computing, social values

15 Level II technical support in a distributed computing environment

Tim Leehane

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

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16 Community-based service location

Munindar P. Singh, Bin Yu, Mahadevan Venkatraman

April 2001 **Communications of the ACM**, Volume 44 Issue 4

Full text available: pdf(85.31 KB) Additional Information: full citation, references, citings, index terms
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17 Bethesda Healthcare Systems: physician information system
Susan L. Carter, T. Grandon Gill
January 1999 **Proceeding of the 20th international conference on Information Systems**
Full text available: pdf(212.72 KB)   Additional Information: full citation, references

18 Assessing the quality of voice communications over internet backbones
Athina P. Markopoulou, Fouad A. Tobagi, Mansour J. Karam
October 2003 **IEEE/ACM Transactions on Networking (TON)**, Volume 11 Issue 5
Full text available: pdf(906.27 KB)   Additional Information: full citation, abstract, references, index terms

As the Internet evolves into a ubiquitous communication infrastructure and provides various services including telephony, it will be expected to meet the quality standards achieved in the public switched telephone network. Our objective in this paper is to assess to what extent today's Internet meets this expectation. Our assessment is based on delay and loss measurements taken over wide-area backbone networks and uses subjective voice quality measures capturing the various impairments incurred. ...

Keywords: computer networks, internet, measurements, voice communications, voice over IP (VoIP), voice quality assessment

19 Network issues in the growth and adoption of networked CSCW services
Roel Vertegaal, Steve Guest
October 1995 **ACM SIGCHI Bulletin**, Volume 27 Issue 4
Full text available: pdf(545.05 KB)   Additional Information: full citation, abstract, index terms

Computer Supported Cooperative Work (CSCW) environments have traditionally made heavy use of network technology to allow users (often at different locations) to work together via computer systems. However, this dependency of CSCW applications on the underlying network technology has up to now not been a real issue within the community. CSCW research has traditionally focused on the design of shared environment applications that run on this underlying network, e.g., the development of ...

20 Web mining for web personalization
Magdalini Eirinaki, Michalis Vazirgiannis
February 2003 **ACM Transactions on Internet Technology (TOIT)**, Volume 3 Issue 1
Full text available: pdf(293.73 KB)   Additional Information: full citation, abstract, references, index terms, review

Web personalization is the process of customizing a Web site to the needs of specific users, taking advantage of the knowledge acquired from the analysis of the user's navigational behavior (usage data) in correlation with other information collected in the Web context, namely, structure, content, and user profile data. Due to the explosive growth of the Web, the domain of Web personalization has gained great momentum both in the research and commercial areas. In this article we present a survey ...

Keywords: WWW, Web personalization, Web usage mining, user profiling

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Keywords: computer networks, internet, measurements, voice communications, voice over IP (VoIP), voice quality
assessment

3 Computing curricula 2001   ■
September 2001 **Journal on Educational Resources in Computing (JERIC)**
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4 Quality of service in an information economy   ■
R. Braumandl, A. Kemper, D. Kossmann
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Full text available: 📄 pdf(829.15 KB)   Additional Information: full citation, abstract, references, index terms

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Keywords: Quality of Service

5 Information delivery systems: an exploration of Web pull and push technologies ■
Julie E. Kendall, Kenneth E. Kendall
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6 Solutions-driven marketing   ■
Richard T. Grenci, Peter A. Todd
March 2002 **Communications of the ACM**, Volume 45 Issue 3
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Navigating the maze of options and providing a link between product customization and e-commerce.

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Tim Leehane
September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**
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Roel Vertegaal, Steve Guest

October 1995 **ACM SIGCHI Bulletin,** Volume 27 Issue 4

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9 Bethesda Healthcare Systems: physician information system

Susan L. Carter, T. Grandon Gill

January 1999 **Proceeding of the 20th international conference on Information Systems**

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10 Web mining for web personalization

Magdalini Eirinaki, Michalis Vazirgiannis

February 2003 **ACM Transactions on Internet Technology (TOIT),** Volume 3 Issue 1

Full text available: pdf(293.73 KB)   Additional Information: full citation, abstract, references, index terms, review

Web personalization is the process of customizing a Web site to the needs of specific users, taking advantage of the knowledge acquired from the analysis of the user's navigational behavior (usage data) in correlation with other information collected in the Web context, namely, structure, content, and user profile data. Due to the explosive growth of the Web, the domain of Web personalization has gained great momentum both in the research and commercial areas. In this article we present a survey ...

Keywords: WWW, Web personalization, Web usage mining, user profiling

11 Privacy through pseudonymity in user-adaptive systems

Alfred Kobsa, Jörg Schreck

May 2003   **ACM Transactions on Internet Technology (TOIT),** Volume 3 Issue 2

Full text available: pdf(881.69 KB)   Additional Information: full citation, abstract, references, index terms, review

User-adaptive applications cater to the needs of each individual computer user, taking for example users' interests, level of expertise, preferences, perceptual and motoric abilities, and the usage environment into account. Central user modeling servers collect and process the information about users that different user-adaptive systems require to personalize their user interaction.Adaptive systems are generally better able to cater to users the more data their user modeling systems collect and ...

Keywords: Chaum mix, KQML, User modeling, access control, anonymity, encryption, personal information, personalization, privacy, pseudonymity, reference model, secrecy, security, user-adaptive systems

12 Community-based service location

Munindar P. Singh, Bin Yu, Mahadevan Venkatraman

April 2001 **Communications of the ACM,** Volume 44 Issue 4

Full text available: pdf(85.31 KB)   Additional Information: full citation, references, citings, index terms
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13 Columns: Risks to the public in computers and related systems

Peter G. Neumann

January 2001 **ACM SIGSOFT Software Engineering Notes,** Volume 26 Issue 1

Full text available: pdf(3.24 MB)   Additional Information: full citation

14 Maximizing the value of internet-based corporate travel reservation systems

Alina M. Chircu, Robert J. Kauffman, Doug Keskey

November 2001 **Communications of the ACM,** Volume 44 Issue 11

Full text available: pdf(124.41 KB)   Additional Information: full citation, references, index terms
html(37.68 KB)

15 Unchained value: the new logic of digital business

Mary J. Cronin

February 2001 **Ubiquity,** Volume 1 Issue 46

Full text available: html(56.83 KB)   Additional Information: full citation, index terms

16 Structuring internet media streams with cueing protocols

Jack Brassil, Henning Schulzrinne

August 2002 **IEEE/ACM Transactions on Networking (TON),** Volume 10 Issue 4

Full text available: pdf(282.39 KB)   Additional Information: full citation, abstract, references, citings, index terms

We propose a new, media-independent protocol for including program timing, structure, and identity information in Internet media streams. The protocol uses signaling messages called *cues* to indicate events whose timing is significant to receivers, such as the start or stop time of a media program. We describe the implementation and operation of a prototype Internet radio station which transmits program cues in audio broadcasts using the Real-Time Transport Protocol (RTP). A collection of ...

Keywords: content delivery networks, multimedia signaling, real-time transport protocol (RTP)

17 IDMaps: a global internet host distance estimation service
Paul Francis, Sugih Jamin, Cheng Jin, Yixin Jin, Danny Raz, Yuval Shavitt, Lixia Zhang
October 2001 **IEEE/ACM Transactions on Networking (TON)**, Volume 9 Issue 5
Full text available: pdf(267.64 KB)   Additional Information: full citation, abstract, references, citings, index terms

There is an increasing need to quickly and efficiently learn network distances, in terms of metrics such as latency or bandwidth, between Internet hosts. For example, Internet content providers often place data and server mirrors throughout the Internet to improve access latency for clients, and it is necessary to direct clients to the nearest mirrors based on some distance metric in order to realize the benefit of mirrors. We suggest a scalable Internet-wide architecture, called IDMaps, which m ...

Keywords: Distributed algorithms, modeling, network service, scalability

18 Information retrieval on the web
Mei Kobayashi, Koichi Takeda
June 2000   **ACM Computing Surveys (CSUR)**, Volume 32 Issue 2
Full text available: pdf(213.89 KB)   Additional Information: full citation, abstract, references, citings, index terms

In this paper we review studies of the growth of the Internet and technologies that are useful for information search and retrieval on the Web. We present data on the Internet from several different sources, e.g., current as well as projected number of users, hosts, and Web sites. Although numerical figures vary, overall trends cited by the sources are consistent and point to exponential growth in the past and in the coming decade. Hence it is not surprising that about 85% of Internet user ...

Keywords: Internet, World Wide Web, clustering, indexing, information retrieval, knowledge management, search engine

19 Strategic directions in electronic commerce and digital libraries: towards a digital agora
Nabil Adam, Yelena Yesha
December 1996 **ACM Computing Surveys (CSUR)**, Volume 28 Issue 4
Full text available: pdf(244.34 KB)   Additional Information: full citation, references, citings, index terms

20 Modeling NII services: future needs for standards and interoperability
Christopher Dabrowski, William Majurski, Wayne McCoy, Shukri Wakid
December 1994 **StandardView**, Volume 2 Issue 4
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William E. Moen, Charles R. McClure
June 1994 **StandardView**, Volume 2 Issue 2
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22 Credit risk management system on e-Commerce: case based reasoning approach   ■
Mitsuaki Nakasumi
September 2003 **Proceedings of the 5th international conference on Electronic commerce**
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> This paper addresses the cost imposed on the e-Commerce market when retailer and customer possess an information advantage over credit companies; in short, we examine the transaction cost on the default and the fraud. When retailers and customers differ significantly in terms of their riskiness, and credit companies cannot, or are not permitted to assess these differences, credit companies will attempt to charge all retailers and customers the same premiums for equivalent coverage; unless mechan ...

> **Keywords:** XBRL, case-based reasoning, credit risk, e-commerce

23 Auctions and E-commerce: Paid placement strategies for internet search engines   ▬
Hemant K. Bhargava, Juan Feng
May 2002   **Proceedings of the eleventh international conference on World Wide Web**
Full text available: 📄pdf(294.18 KB)   Additional Information: full citation, abstract, references, index terms

> Internet search engines and comparison shopping have recently begun implementing a paid placement strategy, where some content providers are given prominent positioning in return for a placement fee. This bias generates placement revenues but creates a disutility to users, thus reducing user-based revenues. We formulate the search engine design problem as a tradeoff between these two types of revenues. We demonstrate that the optimal placement strategy depends on the relative benefits (to provid ...

> **Keywords:** bias, information gatekeepers, paid placement, promotion, search engines

24 Disintermediation and reintermediation in the U.S. air travel distribution industry: a Delphi study   ■
Donald J. McCubbrey
June 1999 **Communications of the AIS**
Full text available: 📄pdf(174.87 KB)   Additional Information: full citation, references

25 The Outlaw 'Net': Opposition to ICANN¿s New Internet Order   ■
Enda Brophy
December 2002 **ACM SIGCAS Computers and Society**, Volume 32 Issue 4
Full text available: 🖼 htm(132.34 KB)   Additional Information: full citation, index terms

26 Incident handling: an orderly response to unexpected events   ■
Richard L. Rollason-Reese
September 2003 **Proceedings of the 31st annual ACM SIGUCCS conference on User services**
Full text available: 📄pdf(198.98 KB)   Additional Information: full citation, abstract, references, index terms

> Computer viruses, worms, denial of service attacks, equipment failures, vandalism, theft and other unwelcome events can send your computer services staff scrambling and cause a variety of problems for your user community. Even the least of these situations can be a distraction for your staff. The most severe can provide an unscheduled opportunity to test your disaster recovery procedure! How does your organization react to these events? Do you have a clearly-defined process in place to deal with ...

> **Keywords:** attack, emergency, incident handling, incident response, recovery, response team

27 <u>Electronic markets for learning: education brokerages on the Internet</u>
Matti Hämäläinen, Andrew B. Whinston, Svetlana Vishik
June 1996 **Communications of the ACM**, Volume 39 Issue 6
Full text available: <u>pdf(778.05 KB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>, <u>review</u>

28 <u>Users and standardization—worlds apart? The example of electronic mail</u>
Kai Jakobs, Rob Procter, Robin Williams
December 1996 **StandardView**, Volume 4 Issue 4
Full text available: <u>pdf(106.37 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

We report on and analyze the views of long-standing active members of standards-setting working groups in electronic communications. We focus in particular on their experiences of, and attitudes towards, user participation in standardization. The results reveal attitudes that differ considerably from the official statement. To complement the views of standards professionals, we explore the attitude of large corporate email users towards standardization in general, the impact standards have ...

29 <u>DRM experience: Digital rights management in a 3G mobile phone and beyond</u>
Thomas S. Messerges, Ezzat A. Dabbish
October 2003 **Proceedings of the 2003 ACM workshop on Digital rights management**
Full text available: <u>pdf(306.59 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>index terms</u>

In this paper we examine how copyright protection of digital items can be securely managed in a 3G mobile phone and other devices. First, the basic concepts, strategies, and requirements for digital rights management are reviewed. Next, a framework for protecting digital content in the embedded environment of a mobile phone is proposed and the elements in this system are defined. The means to enforce security in this system are described and a novel "Family Domain" approach to content management ...

Keywords: MPEG-21, copyright protection, cryptography, digital content, digital rights management, embedded system, key management, mobile phone, open mobile alliance, security

30 <u>Coverage, relevance, and ranking: The impact of query operators on Web search engine results</u>
Caroline M. Eastman, Bernard J. Jansen
October 2003 **ACM Transactions on Information Systems (TOIS)**, Volume 21 Issue 4
Full text available: <u>pdf(373.50 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>index terms</u>

Research has reported that about 10% of Web searchers utilize advanced query operators, with the other 90% using extremely simple queries. It is often assumed that the use of query operators, such as Boolean operators and phrase searching, improves the effectiveness of Web searching. We test this assumption by examining the effects of query operators on the performance of three major Web search engines. We selected one hundred queries from the transaction log of a Web search servic ...

Keywords: Boolean operators, Relative precision, Web results, coverage, query operators, ranking, search engines

31 <u>A reuse and composition protocol for services</u>
Dorothea Beringer, Laurence Melloul, Gio Wiederhold
May 1999 **Proceedings of the 1999 symposium on Software reusability**
Full text available: <u>pdf(1.71 MB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>index terms</u>

Keywords: Internet-based reuse, application generators, interface issues, reuse environments, reuse process

32 <u>The emerging role of electronic marketplaces on the Internet</u>
Yannis Bakos
August 1998 **Communications of the ACM**, Volume 41 Issue 8
Full text available: <u>pdf(367.61 KB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

33 <u>Limited vision: the techno-political war to control the future of digital mass media</u>
Craig Birkmaier
August 1997 **netWorker**, Volume 1 Issue 2
Full text available: <u>pdf(623.50 KB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>index terms</u>

34 <u>Paris metro pricing for the internet</u>
Andrew Odlyzko
November 1999 **Proceedings of the 1st ACM conference on Electronic commerce**
Full text available: <u>pdf(178.77 KB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

35 <u>Session 2: Beyond technology: the missing pieces for QoS success</u>
L. Burgstahler, K. Dolzer, C. Hauser, J. Jähnert, S. Junghans, C. Macián, W. Payer
August 2003 **Proceedings of the ACM SIGCOMM workshop on Revisiting IP QoS: What have we learned, why do we care?**
Full text available: <u>pdf(207.99 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>index terms</u>

Years of research on QoS architectures for IP networks have delivered sophisticated proposals, which have nevertheless not found broad commercial use. The reasons are not lack of technical soundness or insurmountable technological complexity, but insufficient attention to other, non-QoS-specific matters. First among them is the lack of a commercialization model for the Internet together with the necessary accounting and charging architecture. Another crucial issue is the assurance of end-to-end ...

Keywords: Internetworking, Next Generation Internet, QoS

36 The platform for privacy preferences
Joseph Reagle, Lorrie Faith Cranor
February 1999 **Communications of the ACM**, Volume 42 Issue 2
Full text available: pdf(212.61 KB)
html(41.98 KB)   Additional Information: full citation, references, citings, index terms

37 Mobile commerce: framework, applications and networking support
Upkar Varshney, Ron Vetter
June 2002   **Mobile Networks and Applications**, Volume 7 Issue 3
Full text available: pdf(352.17 KB)   Additional Information: full citation, abstract, references, citings, index terms

Advances in e-commerce have resulted in significant progress towards strategies, requirements, and development of e-commerce applications. However, nearly all e-commerce applications envisioned and developed so far assume fixed or stationary users with wired infrastructure. We envision many new e-commerce applications that will be possible and significantly benefit from emerging wireless and mobile networks. To allow designers, developers, and researchers to strategize and create mobile commerce ...

Keywords: layered framework, middleware, mobile applications, mobile commerce, wireless networking

38 Securing the commercial Internet
Anish Bhimani
June 1996 **Communications of the ACM**, Volume 39 Issue 6
Full text available: pdf(1.14 MB)   Additional Information: full citation, references, citings, index terms, review

39 Reusable software components
Trudy Levine
July 1996 **ACM SIGAda Ada Letters**, Volume XVI Issue 4
Full text available: pdf(2.45 MB)   Additional Information: full citation, index terms

40 Copyright in shareware software distributed on the Internet—the Trumpet Winsock case
Cristina Cifuentes, Anne Fitzgerald
May 1997 **Proceedings of the 19th international conference on Software engineering**
Full text available: pdf(1.29 MB)   Additional Information: full citation, references, index terms

Keywords: Internet service provider, copyright, distribution, intellectual property, shareware

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21 Design and validation of QoS aware mobile internet access procedures for heterogeneous networks   ■
   Giuseppe Bianchi, Nicola Blefari-Melazzi, Pauline M. L. Chan, Matthias Holzbock, Y. Fun Hu, Axel Jahn, Ray E. Sheriff
   February 2003 **Mobile Networks and Applications**, Volume 8 Issue 1
   Full text available: 📄 pdf(573.73 KB)   Additional Information: full citation, abstract, references, index terms

   In this paper, the requirements for personal environments mobility are addressed from terminal and network
   perspectives. Practical mobility and Quality of Service (QoS) aware solutions are proposed for a heterogeneous
   network, comprising of satellite and terrestrial access networks connected to an IP core network. The aim, in adopting a
   heterogeneous environment, is to provide global, seamless service coverage to a specific area, allowing access to
   services independently of location. An importan ...

   Keywords: QoS, admission control, handover management, heterogeneous networks, laboratory demonstrator, mobile
   IP

22 IDMaps: a global internet host distance estimation service   ▤
   Paul Francis, Sugih Jamin, Cheng Jin, Yixin Jin, Danny Raz, Yuval Shavitt, Lixia Zhang
   October 2001 **IEEE/ACM Transactions on Networking (TON)**, Volume 9 Issue 5
   Full text available: 📄 pdf(267.64 KB)   Additional Information: full citation, abstract, references, citings, index terms

   There is an increasing need to quickly and efficiently learn network distances, in terms of metrics such as latency or
   bandwidth, between Internet hosts. For example, Internet content providers often place data and server mirrors
   throughout the Internet to improve access latency for clients, and it is necessary to direct clients to the nearest mirrors
   based on some distance metric in order to realize the benefit of mirrors. We suggest a scalable Internet-wide
   architecture, called IDMaps, which m ...

   Keywords: Distributed algorithms, modeling, network service, scalability

23 Computer personnel research: what have we learned in this decade?   ▤
   Fred Niederman, Jo Ellen Moore
   April 2000 **Proceedings of the 2000 ACM SIGCPR conference on Computer personnel research**
   Full text available: 📄 pdf(791.12 KB)   Additional Information: full citation, abstract, references, citings

   This paper presents the results of quantitative and qualitative analysis of the prior 9 years of
   SIGCPR proceedings. The purpose is to accumulate results of prior investigations and identify
   areas requiring further study.

   Keywords: MIS (computer) personnel, framework, research methods

24 On becoming virtual: the driving forces and arrangements   ■
   Magid Igbaria, Conrad Shayo, Lorne Olfman
   April 1999 **Proceedings of the 1999 ACM SIGCPR conference on Computer personnel research**
   Full text available: 📄 pdf(1.80 MB)   Additional Information: full citation, references, index terms

   Keywords: telework, virtual communities, virtual organizations, virtual society, virtual teams

25 Session 2: Beyond technology: the missing pieces for QoS success   ■
   L. Burgstahler, K. Dolzer, C. Hauser, J. Jähnert, S. Junghans, C. Macián, W. Payer
   August 2003 **Proceedings of the ACM SIGCOMM workshop on Revisiting IP QoS: What have we learned, why do
            we care?**
   Full text available: 📄 pdf(207.99 KB)   Additional Information: full citation, abstract, references, index terms

   Years of research on QoS architectures for IP networks have delivered sophisticated proposals, which have nevertheless
   not found broad commercial use. The reasons are not lack of technical soundness or insurmountable technological
   complexity, but insufficient attention to other, non-QoS-specific matters. First among them is the lack of a
   commercialization model for the Internet together with the necessary accounting and charging architecture. Another
   crucial issue is the assurance of end-to-end ...

   Keywords: Internetworking, Next Generation Internet, QoS

26 The Internet gains acceptance in the Persian Gulf
Grey E. Burkhart, Seymour E. Goodman
March 1998 **Communications of the ACM**, Volume 41 Issue 3
Full text available: [pdf(1.64 MB)](#)   Additional Information: full citation, references, citings, index terms

27 Pen computing: a technology overview and a vision
André Meyer
July 1995   **ACM SIGCHI Bulletin**, Volume 27 Issue 3
Full text available: pdf(5.14 MB)   Additional Information: full citation, abstract, citings, index terms

   This work gives an overview of a new technology that is attracting growing interest in public as well as in the computer
   industry itself. The visible difference from other technologies is in the use of a pen or pencil as the primary means of
   interaction between a user and a machine, picking up the familiar pen and paper interface metaphor. From this follows
   a set of consequences that will be analyzed and put into context with other emerging technologies and visions.Starting
   with a short historic ...

28 Limited vision: the techno-political war to control the future of digital mass media
Craig Birkmaier
August 1997 **netWorker**, Volume 1 Issue 2
Full text available: pdf(623.50 KB)   Additional Information: full citation, references, index terms

29 The Internet in India: better times ahead?
Grey E. Burkhart, Seymour E. Goodman, Arun Mehta, Larry Press
November 1998 **Communications of the ACM**, Volume 41 Issue 11
Full text available: pdf(252.78 KB)   Additional Information: full citation, references, index terms

30 Coverage, relevance, and ranking: The impact of query operators on Web search engine results
Caroline M. Eastman, Bernard J. Jansen
October 2003 **ACM Transactions on Information Systems (TOIS)**, Volume 21 Issue 4
Full text available: pdf(373.50 KB)   Additional Information: full citation, abstract, references, index terms

   Research has reported that about 10% of Web searchers utilize advanced query operators, with the other
   90% using extremely simple queries. It is often assumed that the use of query operators, such as Boolean
   operators and phrase searching, improves the effectiveness of Web searching. We test this assumption by examining
   the effects of query operators on the performance of three major Web search engines. We selected one hundred
   queries from the transaction log of a Web search servic ...

   Keywords: Boolean operators, Relative precision, Web results, coverage, query operators, ranking, search engines

31 Columns: Risks to the public in computers and related systems
Peter G. Neumann
September 2002 **ACM SIGSOFT Software Engineering Notes**, Volume 27 Issue 5
Full text available: pdf(1.40 MB)   Additional Information: full citation

32 Business: the 8th layer: More B28 services on the web?: not without better quality of service
Kate Gerwig
June 2001 **netWorker**, Volume 5 Issue 2
Full text available: pdf(348.72 KB)   Additional Information: full citation, index terms
html(20.11 KB)

33 Reusable software components
Trudy Levine
July 1996 **ACM SIGAda Ada Letters**, Volume XVI Issue 4
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34 Securing the commercial Internet
Anish Bhimani
June 1996 **Communications of the ACM**, Volume 39 Issue 6
Full text available: pdf(1.14 MB)   Additional Information: full citation, references, citings, index terms, review

35 Centaurus: an infrastructure for service management in ubiquitous computing environments
Lalana Kagal, Vladimir Korolev, Sasikanth Avancha, Anupam Joshi, Tim Finin, Yelena Yesha
November 2002 **Wireless Networks**, Volume 8 Issue 6
Full text available: pdf(553.67 KB)   Additional Information: full citation, abstract, references, index terms

In the near future, we will see dramatic changes in computing and networking hardware. A large number of devices (e.g., phones, PDAs, even small household appliances) will become computationally enabled. Micro/nano sensors will be widely embedded in most engineered artifacts, from the clothes we wear to the roads we drive on. All of these devices will be (wirelessly) networked using Bluetooth, IEEE 802.15 or IEEE 802.11 for short range connectivity creating pervasive environments. In this age wh ...

Keywords: mobile computing, pervasive computing, service management, ubiquitous computing

36 The platform for privacy preference as a social protocol: An examination within the U.S. policy context
Harry Hochheiser
November 2002 **ACM Transactions on Internet Technology (TOIT)**, Volume 2 Issue 4
Full text available: pdf(241.03 KB)   Additional Information: full citation, abstract, references, index terms

As a "social protocol" aimed at providing a technological means to address concerns over Internet privacy, the Platform for Privacy Preferences (P3P) has been controversial since its announcement in 1997. In the U.S., critics have decried P3P as an industry attempt to avoid meaningful privacy legislation, while developers have portrayed the proposal as a tool for helping users make informed decisions about the impact of their Web surfing choices. This dispute touches upon the privacy model under ...

Keywords: P3P, Privacy, social protocols

37 New paradigms in incident management
Tom Perrine, Abe Singer
February 2001 **Proceedings of the 2000 workshop on New security paradigms**
Full text available: pdf(516.57 KB)   Additional Information: full citation, references, index terms

38 A digital government for the 21st century
Herbert Schorr, Salvatore J. Stolfo
November 1998 **Communications of the ACM**, Volume 41 Issue 11
Full text available: pdf(307.61 KB)   Additional Information: full citation, index terms, review

39 The role of the government in standardization: improved service to the citizenry
Jerry L. Johnson, Jim Culp, Clyde T. Poole, Margaret Theibert, Ronald E. Vidmar
December 1993 **StandardView**, Volume 1 Issue 2
Full text available: pdf(940.99 KB)   Additional Information: full citation, references, citings, index terms, review

40 Perils and pitfalls of practical cybercommerce
Nathaniel S. Borenstein
June 1996 **Communications of the ACM**, Volume 39 Issue 6
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documents... **Order: relevance to query.**

Endorsements, Licensing, and Insurance for Distributed.. - Lai, Medvinsky, Neuman (1994) (Correct)
(6 citations)
Licensing, and Insurance for Distributed **System Services** Charlie Lai Gennady Medvinsky B.
A design for practical electronic currency on the **internet**. In Proceedings of the First ACM Conference on
Licensing, and Insurance for Distributed **System Services** Charlie Lai Gennady Medvinsky B. Clifford
vsys-www.informatik.uni-hamburg.de/documents/papers/e-market/insurance-cccs94.ps.gz

A dynamic IP addressing system for Internet telephony.. - Siu-Cheung Hui (Correct)
1 A dynamic IP addressing **system** for **Internet** telephony applications Siu-Cheung
Telecommunication Union (ITU)Draft ITU-T **Recommend**ation H.323 -Visual telephone **systems** and
1 A dynamic IP addressing **system** for **Internet** telephony applications Siu-Cheung Hui and
booch.sas.ntu.ac.sg:8080/cc98.ps

A Knowledge Base for a Neural Guidance System - Krosley, Misra (Correct)
guidance **system** which can be understood as an **expert system** implemented as a neural network. The use
A Knowledge Base for a Neural Guidance **System** Ramon Krosley Manavendra Misra Center for
kafanchan.mines.colorado.edu/pub/papers.dir/mcs9318.ps.Z

Rule Refinement using Expert Networks - LeBlanc, Lacher, Adair, al. (Correct)
Rule Refinement using **Expert** Networks Cathie LeBlanc Department of Computer
are networks of neural objects derived from **expert systems**. The hybrid nature of such networks allows the
oz.plymouth.edu/~cleblanc/Docs/nips96.ps

Using ATM Virtual Private Networks for the Internet Data Traffic - Pazos, Gerla (Correct)
routers, bandwidth assignment on each VPC, etc. At **system** initialization the MC requests VPCs to be
mode for a broadband multimedia network, as **recommend**ed by the International Telecommunications Union
Using ATM Virtual Private Networks for the **Internet** Data Traffic Carlos M. D. Pazos
ftp.crim.ca/mmns97/outgoing/p14.ps.gz

A Host Interface to the DTM Network - Ahlgren, Pink, Lindgren.. (1992) (Correct) (1 citation)
Sweden z Dept. of Telecommunication and Computer **Systems**, Royal Institute of Technology, S-164 40 Kista,
2: dtm prototype hardware architecture. 2.3 **Service** The dtm **service** is connection oriented with a
ffl DTM-Connect.indication: Issued by the **service provider** to indicate a new incoming connection. ffl
ftp.sics.se/pub/SICS-reports/Reports/SICS-R--92-01--SE.ps.Z

Practical Development of Internet Prolog Applications using.. - Samhaa El-Beltagy (Correct)
Rafea, Ahmed Rafea Central Lab for Agricultural **Expert Systems** Agricultural Research Center Ministry of
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1 Practical Development of **Internet** Prolog Applications using a Java Front End
clement.info.umoncton.ca/~lpnet/proceedings97/beltagy.ps

Local Control over Filtered WWW Access - Brenda Baker (1995) (Correct) (3 citations)
Grosse Abstract: This paper describes a software **system** called Signet that provides local control over
ratings into a proxy server designed to restrict **Internet** access according to the access permissions of
by organizations with their own. An **Internet service provider** running Signet would provide an
cm.bell-labs.com/cm/cs/doc/95/2-bsb-5.ps.gz

Security in the World Wide Web - Jochen Rindfrey (Correct)
Security Technology for Graphics and Communication **Systems** Wilhelminenstr. 7 64283 Darmstadt Germany
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Both **systems** lack a method for billing WWW **services**. There is no sufficient technique to control the
www.igd.fhg.de/www/igd-a8/publications/online/secwww.ps.gz

A Time-Dependent Queueing-Network Model To Describe The.. - McCalla, Whitt (1998)   (Correct)
analyze the model to obtain useful descriptions of **system** dynamics. Keywords: private-line
as illustrated by the recent explosion of **internet** use. Recent developments in the domestic
Dynamics Of Private-Line Telecommunication **Services** Clement Mccalla 1 And Ward Whitt 2 At&t
www.research.att.com/~trmaster/.TRs/98/98.22/98.22.1.body.ps

SDRP Route Construction - Varadhan, Estrin, Hotz, Rekhter (1995)   (Correct)   (1 citation)
administered through UMIACS contract no. Z984114. **Systems** research at USC is supported through NSF
Internet Draft Kannan Varadhan Expires August 27, 1995
for **Provider** Selection Flexibility Consider a **service provider**, SP" connecting to 2 backbone
athos.rutgers.edu/internet-drafts/draft-ietf-sdr-route-construction-01.ps

A Scheduling Service Model and a Scheduling Architecture.. - Shenker, Clark, Zhang (1993)   (Correct)
(34 citations)
get faster (in fact, for an M/M/1 queueing **system** with a fixed utilization, queueing delays are
1 **Internet** Draft Scott Shenker Expires: April 1994 Xerox
Clark MIT Lixia Zhang Xerox PARC October 1993 A **Service** Model for an Integrated **Services Internet** Status
www-users.cs.umn.edu/~zhzhang/cs8299/Readings/Shen93:Service-Model.ps

OARnet Security Procedures - Varadhan (1992)   (Correct)
computers has become a form of Damocles sword for **system** administrators and users. This paper discusses
There are a variety of tools, guidelines, **recommend**ations etc. that are freely available and help
3 2.1 A Trust model for Connecting to the **Internet** 3
avalon.ira.uka.de/Textarchiv/Security/SNSec/Firewall/OARANet_Security_Procedures.ps.gz

An Agent Based Platform for a Service Provider - Carchiolo, Malgeri, Mangioni   (Correct)
not active)the dynamic reconfigurability of the **system**, and data consistency maintenance. In this paper
for the implementation of a platform for an **Internet service provider**. The aim of the approach is to
An Agent Based Platform for a **Service Provider** Vincenza Carchiolo, Michele Malgeri,
www.cdc.unict.it/~carchiol/articoli-mosaico/Csc98.ps

Adaptive QOS driven Communication Architecture - Bernd Heinrichs (1993)   (Correct)
has a general view of the underlying communication **system**. At the connection establishment phase the user
the integration of XTP into the platform and **recommend** a new distributed jitter control mechanism.
routines are missing. Protocols from the ISO and **Internet** communities are not designed to provide an
www-i4.informatik.rwth-aachen.de/RESEARCH/Papers/1993/93-hein-2.ps.gz

Neural Knowledge Processing in Expert Systems - Sima, Cervenka (2000)   (Correct)   (1 citation)
Chapter 13 Neural Knowledge Processing in **Expert Systems** JI R 'I S 'IMA 1 JI R 'I
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Radio on Demand - Reimann, Rüffler   (Correct)
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www.prz.tu-berlin.de/docs/Publications/TUB-PRZ-W-1200.ps.gz

Adding Service Discrimination to the Internet - Clark (1996)   (Correct)   (27 citations)
This is in strong contrast with the telephone **system**, where a phone call on an unloaded network
1 Adding **Service** Discrimination to the **Internet** David D. Clark MIT Laboratory for Computer
1 Adding **Service** Discrimination to the **Internet** David D. Clark
ana-www.lcs.mit.edu/anaweb/ps-papers/TPRC2-0.ps

Improving Service By Informing Customers About Anticipated Delays - Whitt (1998)   (Correct)   (4 citations)
studies alternative ways to manage a multi-server **system** such as a telephone call center. Three
but there are other possible applications, e.g.**internet** access. We introduce birth-and-death (BD)

Improving **Service** By Informing Customers About Anticipated Delays
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A dynamic IP addressing system for Internet telephony.. - Siu-Cheung Hui (Correct)
1 A dynamic IP addressing **system** for **Internet** telephony applications Siu-Cheung
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1 A dynamic IP addressing **system** for **Internet** telephony applications Siu-Cheung Hui and
booch.sas.ntu.ac.sg:8080/cc98.ps

A Knowledge Base for a Neural Guidance System - Krosley, Misra (Correct)
guidance **system** which can be understood as an **expert system** implemented as a neural network. The use
A Knowledge Base for a Neural Guidance **System** Ramon Krosley Manavendra Misra Center for
kafanchan.mines.colorado.edu/pub/papers.dir/mcs9318.ps.Z

Rule Refinement using Expert Networks - LeBlanc, Lacher, Adair, al. (Correct)
Rule Refinement using **Expert** Networks Cathie LeBlanc Department of Computer
are networks of neural objects derived from **expert systems**. The hybrid nature of such networks allows the
oz.plymouth.edu/~cleblanc/Docs/nips96.ps

Using ATM Virtual Private Networks for the Internet Data Traffic - Pazos, Gerla (Correct)
routers, bandwidth assignment on each VPC, etc. At **system** initialization the MC requests VPCs to be
mode for a broadband multimedia network, as **recommend**ed by the International Telecommunications Union
Using ATM Virtual Private Networks for the **Internet** Data Traffic Carlos M. D. Pazos
ftp.crim.ca/mmns97/outgoing/p14.ps.gz

A Host Interface to the DTM Network - Ahlgren, Pink, Lindgren.. (1992) (Correct) (1 citation)
Sweden z Dept. of Telecommunication and Computer **Systems**, Royal Institute of Technology, S-164 40 Kista,
2: dtm prototype hardware architecture. 2.3 **Service** The dtm **service** is connection oriented with a
ffl DTM-Connect.indication: Issued by the **service provider** to indicate a new incoming connection. ffl
ftp.sics.se/pub/SICS-reports/Reports/SICS-R--92-01--SE.ps.Z

Practical Development of Internet Prolog Applications using.. - Samhaa El-Beltagy (Correct)
Rafea, Ahmed Rafea Central Lab for Agricultural **Expert Systems** Agricultural Research Center Ministry of
&Ahmed Rafea Central Lab for Agricultural **Expert Systems** Agricultural Research Center Ministry of
1 Practical Development of **Internet** Prolog Applications using a Java Front End
clement.info.umoncton.ca/~lpnet/proceedings97/beltagy.ps

Local Control over Filtered WWW Access - Brenda Baker (1995) (Correct) (3 citations)
Grosse Abstract: This paper describes a software **system** called Signet that provides local control over
ratings into a proxy server designed to restrict **Internet** access according to the access permissions of
by organizations with their own. An **Internet service provider** running Signet would provide an
cm.bell-labs.com/cm/cs/doc/95/2-bsb-5.ps.gz

Security in the World Wide Web - Jochen Rindfrey (Correct)
Security Technology for Graphics and Communication **Systems** Wilhelminenstr. 7 64283 Darmstadt Germany
has become one of the most popular tools in the **internet**. It allows fast and easy access to a huge amount

Both **systems** lack a method for billing WWW **services**. There is no sufficient technique to control the
www.igd.fhg.de/www/igd-a8/publications/online/secwww.ps.gz

A Time-Dependent Queueing-Network Model To Describe The.. - McCalla, Whitt (1998)   (Correct)
analyze the model to obtain useful descriptions of **system** dynamics. Keywords: private-line
as illustrated by the recent explosion of **internet** use. Recent developments in the domestic
Dynamics Of Private-Line Telecommunication **Services** Clement Mccalla 1 And Ward Whitt 2 At&t
www.research.att.com/~trmaster/.../TRs/98/98.22/98.22.1.body.ps

SDRP Route Construction - Varadhan, Estrin, Hotz, Rekhter (1995)   (Correct)   (1 citation)
administered through UMIACS contract no. Z984114. **Systems** research at USC is supported through NSF
Internet Draft Kannan Varadhan Expires August 27, 1995
for **Provider** Selection Flexibility Consider a **service provider**, SP" connecting to 2 backbone
athos.rutgers.edu/internet-drafts/draft-ietf-sdr-route-construction-01.ps

A Scheduling Service Model and a Scheduling Architecture.. - Shenker, Clark, Zhang (1993)   (Correct)
(34 citations)
get faster (in fact, for an M/M/1 queueing **system** with a fixed utilization, queueing delays are
1 **Internet** Draft Scott Shenker Expires: April 1994 Xerox
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www-users.cs.umn.edu/~zhzhang/cs8299/Readings/Shen93:Service-Model.ps

OARnet Security Procedures - Varadhan (1992)   (Correct)
computers has become a form of Damocles sword for **system** administrators and users. This paper discusses
There are a variety of tools, guidelines, **recommend**ations etc. that are freely available and help
3 2.1 A Trust model for Connecting to the **Internet** 3
avalon.ira.uka.de/Textarchiv/Security/SNSec/Firewall/OARANet_Security_Procedures.ps.gz

An Agent Based Platform for a Service Provider - Carchiolo, Malgeri, Mangioni   (Correct)
not active)the dynamic reconfigurability of the **system**, and data consistency maintenance. In this paper
for the implementation of a platform for an **Internet service provider**. The aim of the approach is to
An Agent Based Platform for a **Service Provider** Vincenza Carchiolo, Michele Malgeri,
www.cdc.unict.it/~carchiol/articoli-mosaico/Csc98.ps

Adaptive QOS driven Communication Architecture - Bernd Heinrichs (1993)   (Correct)
has a general view of the underlying communication **system**. At the connection establishment phase the user
the integration of XTP into the platform and **recommend** a new distributed jitter control mechanism.
routines are missing. Protocols from the ISO and **Internet** communities are not designed to provide an
www-i4.informatik.rwth-aachen.de/RESEARCH/Papers/1993/93-hein-2.ps.gz

Neural Knowledge Processing in Expert Systems - Sima, Cervenka (2000)   (Correct)   (1 citation)
Chapter 13 Neural Knowledge Processing in **Expert Systems** Jl R 'l S 'IMA 1 Jl R 'l
www.uivt.cas.cz/vvvvedci/sima/chap13.ps

Radio on Demand - Reimann, Rüffler   (Correct)
In our workgroup Interactive Information **Systems** we focus on the following topics: **Internet** goes
Systems we focus on the following topics: **Internet** goes Business, WWW Showcases for Newspapers,
formalism with an application to a radio on demand **service**: InfoRadio-on-Demand. A prototype of a Tele
www.prz.tu-berlin.de/docs/Publications/TUB-PRZ-W-1200.ps.gz

Adding Service Discrimination to the Internet - Clark (1996)   (Correct)   (27 citations)
This is in strong contrast with the telephone **system**, where a phone call on an unloaded network
1 Adding **Service** Discrimination to the **Internet** David D. Clark MIT Laboratory for Computer
1 Adding **Service** Discrimination to the **Internet** David D. Clark
ana-www.lcs.mit.edu/anaweb/ps-papers/TPRC2-0.ps

Improving Service By Informing Customers About Anticipated Delays - Whitt (1998)   (Correct)   (4 citations)
studies alternative ways to manage a multi-server **system** such as a telephone call center. Three
but there are other possible applications, e.g.**internet** access. We introduce birth-and-death (BD)

Improving **Service** By Informing Customers About Anticipated Delays
www.research.att.com/library/trs/./TRs/98/98.31/98.31.1.body.ps

Designing Neural Expert Systems with - Expsys Ma   (Correct)
Designing Neural **Expert Systems** with EXPSYS J. ma, R. Neruda Institute
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indigo.uivt.cas.cz/~sima/expsys.ps

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1 **Intelligent fault management for large networks**
Sreedhar, R.; Hill, T.D.; Stanley, G.M.;
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IEEE/IFIP , 10-14 April 2000
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[Abstract]　[PDF Full-Text (100 KB)] **IEEE CNF**

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